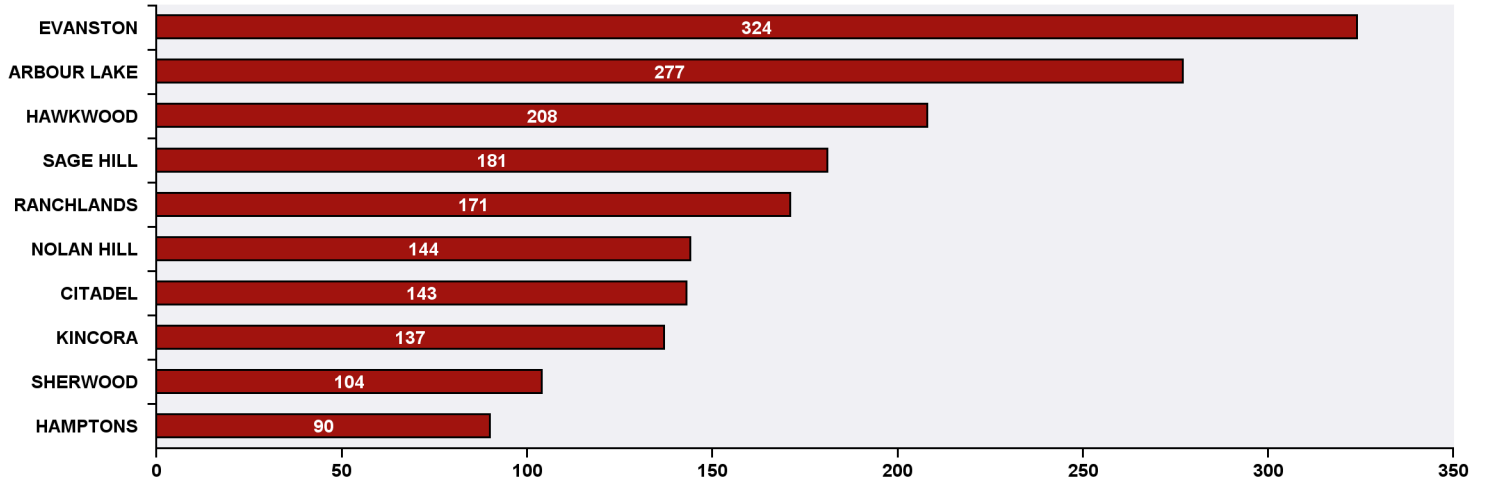


Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	287	15.9%
Bylaw - Snow and Ice on Sidewalk	247	13.7%
Finance - Property Tax Account Inquiry	102	5.7%
WRS - Cart Management	91	5.1%
CBS Inspection - Electrical	60	3.3%
CBS Inspection - Residential Improvement Project - RIP	60	3.3%
Finance - ONLINE TIPP Agreement Request	57	3.2%
WRS - Recycling - Blue Cart	44	2.4%
CBS Inspection - Plumbing	32	1.8%
Roads - Traffic or Pedestrian Light Repair	32	1.8%
WRS - New Service - Carts	32	1.8%
Parks - Snow and Ice Concerns - WAM	31	1.7%
Finance - TIPP Agreement Request	30	1.7%
WRS - Waste - Residential	29	1.6%
CBS Inspection - Commercial or Multi-Family	26	1.4%
Bylaw - Material on Public Property	23	1.3%
WATS - Water Main Break or Leak	23	1.3%
CT - Employee Conduct	22	1.2%
WRS - Compost - Green Cart	20	1.1%
CBS Inspection - Furnace Replacement	19	1.1%
Roads - Streetlight Maintenance	19	1.1%
Total Top 20 SR Types	1,286	71.4%
Total Other SRs	515	28.6%
Total SRs for Ward	1,801	100.0%

Note: Service request statistics include Business Unit work entered into the CSR system, but do not reflect all work or activity of Business Units
 **The report provides data for Service Requests that are public facing. The City's internal Service Requests are not included.